Service Level Agreement for Application Development and Support

Objective

- Global Service Levels include the general areas of support that are applicable to every ITS service.
- The purpose of the Service Level Agreement (SLA) is to document support provided for all ITS services in the Global Service Levels, document the service provided in the Service Description and document any optional customer specific requirements (additions or changes) in the Addendum. However, if there are any differences, information documented in the SLA Addendum takes precedence over the information stated in the Global Service Levels and/or the Service Description.

Service Support

- Hours of Support

  The ITS Service Desk operates 24 x 7 and offers a single point of contact for all customer inquiries related to the State of North Carolina's business and technical infrastructures. The Service Desk Agents provide business and technical infrastructure analysis, problem solving, and first and second level diagnostics.

- Contacting Support

  Call the Service Desk at 919-754-6000 or toll free at 1-800-722-3946 or eMail the Service Desk at ITS.Incidents@its.nc.gov.

- Incidents and Service Requests
  - Ticket Creation

    Any critical Incident or Service Request should be initiated by calling the ITS Service Desk. If a critical Incident or Service Request is initiated by eMail, it must be followed up with a telephone call to the Service Desk to ensure proper prioritization. When sending an eMail, summarize the nature of the Incident or Service Request in the Subject field.

    Upon creation of a ticket, the customer will automatically receive through eMail a Receipt Confirmation with the ticket or reference number. This confirmation denotes that the Incident or Service Request has been logged at the ITS Service Desk and that it is being assigned to a work group. The customer is responsible for ensuring that their eMail address is provided to the ITS Service Desk for update and resolution notification purposes.

  - Ticket Prioritization

    The ITS Service Desk assigns a Priority to every Incident or Service Request that is initiated. The ITS Prioritization Model is used to ensure a consistent approach to defining the sequence in which an item needs to be resolved and to drive the assignment of resources.

    The Priority assigned to a ticket depends upon:

    - The Impact on the business: size, scope and complexity of the Incident
    - The Urgency to the business: time within which resolution is required
    - The resource availability
    - The expected effort in resolving or completing a task

- For guidelines in determining Impact and Urgency, as well as the criteria for the calculation of the Priority of a ticket, click here: Prioritization Model Criteria.

- Incident Target Customer Status Update and Resolution Times

The following chart shows the Incident Target Customer Status Update and Target Resolution Times by Priority after creation and initial assessment / assignment of a ticket by the Service Desk. Resolution Times are measured in clock hours and/or minutes unless otherwise specified.

- The Target Customer Status Update Time is the time interval that the Service Desk has to update the Customer who reported the Incident on ticket status.
- The Target Resolution Time is the total time from ticket creation to Incident resolution and restoration of service to the user. Service may be restored either by a workaround or by a permanent solution. ITS strives to resolve ninety percent of Incidents within the time frame specified for each Priority.

Priority	Target Customer Status Update Time	Target Resolution Time
Critical	Every 60 minutes or as agreed upon with the Customer(s)	4 hours or less
High	Every 2 hours or as agreed upon with the Customer(s)	8 hours or less
Medium	Upon request	24 hours or less
Low	Upon request	3 business days

- Service Request Target Customer Status Update and Resolution Times

  - **Target Customer Status Update Time**
    For all Priority Levels, the Target Customer Status Update Time will be as agreed upon with the customer upon ticket creation.

  - **Target Resolution Time**
    All Service Requests will require a Target Resolution Date. The date will be entered into the IT Service Management tool upon creation by the Service Desk Agent and will be set based on the provisioning time established for the specific request type. This date should be a mutually agreed upon target date per request type as defined within each customer's Service Level Agreement. In the absence of such date agreements or definitions, the target date will initially be populated with the customer required date and may be revised later as appropriate.

Customer Notification

As previously stated, ITS will update customers as Incidents are being worked and upon Incident resolution. ITS will also provide communications when Incidents or outages occur that may impact the customer. In addition, ITS will notify customers of upcoming change events that may have the potential to impact supported ITS services and lines of business.

ITS will communicate via automatic ticket updates, phone calls, and/or eMail notifications utilizing the customer contact information. Customers are responsible for providing the ITS Service Desk with current contact information.

Customer Escalation

The ITS Service Desk is the single point of contact for initiating all Incidents and Service Requests, including any requests for ticket escalation. Please contact the ITS Service Desk at 919-754-6000 or toll free at 1-800-722-3946 or eMail the Service Desk at ITS.Incidents@its.nc.gov.

The Business Account Manager assigned to your agency is available to address any questions you may have about ITS services, processes or information technology business needs. You may contact your Business Account Manager directly or initiate a Service Request with the ITS Service Desk.

Change Management

ITS Changes

The ITIL-Based Change Management Process is followed at ITS. ITS strives to minimize the business impact of changes on its customers and to maximize the stability of its environment by following a clearly defined process and by complying with ITS policies. ITS will notify customers of upcoming change events that may have the potential to impact supported ITS services and lines of business. Customers should provide a list of customer contact names to the ITS Service Desk for notification purposes.

If an Incident or Service Request results in a Request for Change (RFC) being generated at ITS, the ITS policy for lead time will be followed wherever feasible. The three levels of change types are Major, Significant and Minor. A Major Change requires 20 business days lead time. If the RFC will or could have global customer impact and/or require substantial financial/ ITS resource commitment, or customer impact, it is identified as a Major Change. A Significant Change requires 10 business days lead time. If the RFC will or could have localized and substantial, financial, ITS resource commitment, or customer impact, it is identified as a Significant Change. A Minor Change requires 3 business days lead time and has little or no impact.

Customer Changes

Using the defined lead times above, the Customer will provide a forward schedule of change to the ITS Service Desk of any customer (or vendor) event affecting the Customer’s system. The need for notification arises in situations that include, but are not limited to, modifications to code, configuration of systems, access requirements outside of the existing SLA, or any need the Customer may have for additional ITS resources, either IT or personnel. The notification requirements are especially important for events that could affect shared services, system monitoring status or resource usage, such as storage, network or NC Identity Management (NCID). The Service Desk will coordinate any communications among ITS and customers to minimize the impact of these events.

Urgent Changes

At times unplanned events occur resulting in an impact to systems. The ITS Change Management Process accounts for these situations. Such an event may require an Urgent Change. An Urgent Change could be related to an IT component failure, regulatory event, or an event driven by an emergency such as severe weather. In all cases, an unforeseen event is considered an urgent event and will be handled with as much communication as possible and as soon as possible. Customers and ITS personnel are responsible for notifying the Service Desk of such events. The Service Desk is responsible for all communications for events of this nature.

Security Standards and Policies

- ITS services adhere to ITS and State CIO Security Standards and Policies
- The Customer is responsible for ensuring that their systems and services are compliant with and follow State CIO Security Standards and Policies

Business Continuity Plan

ITS has a Continuity of Operations Plan (COOP) to ensure the continuity of critical business functions.

Service Level Reviews

- ITS will use a phased approach in initially conducting Service Level Reviews. The reviews will facilitated by the ITS Business Relationship Management group and conducted at a minimum on a quarterly basis or as needed. A Business Account Manager and the customer will participate in the reviews.
- Service Level Agreements (SLA) will be reviewed, and/or renewed, at least once per year or as required. Customers may request a review of Service Level Agreements at any time by contacting ITS Business Relationship Management group. The SLA will also require review under any of the following conditions:
  - Whenever there is a significant and/or sustained change to the delivery of the service
  - Whenever there is a significant change requested to the SLA that supports the ITS service
- As a result of these reviews or as other information is provided, Service Improvement Programs will be implemented as needed.

Metrics and Reports

Metrics and reports will be discussed at the Service Level Reviews. Archival of all reports shall follow the records retention schedule adopted by the North Carolina Office of Information Technology Services and the State Records Branch General Schedule, as applicable.

Report Name	**Reporting Metric**	**Reporting Interval**	**Reporting Source**
SLA Report for Incidents Resolved	Resolved incidents within and outside of the SLA; Service Request Resolution Times	Monthly	Service Management Reporting Tool

Dispute Resolution

The Parties (ITS and the Customer) agree that it is in their mutual best interest to resolve disputes informally and amicably. If representatives of the Parties are unable to resolve any dispute after reasonable negotiation, such issue shall be escalated to the respective legal counsel of the Parties, and then, if necessary, to the heads of the respective agencies. If the dispute still remains unresolved, then either Party may seek resolution using the mechanism set out in N.C.G.S. 147-33.93.

Confidentiality

As a result of this SLA, each Party (ITS and the Customer) is likely to have access to information or records of the other Party that is exempt from disclosure under applicable law. Such information shall be deemed “Confidential Information.” Each Party shall maintain all Confidential Information of the other Party in strictest confidence and will not at any time use, publish, reproduce or disclose any Confidential Information, except to the extent necessary to carry out the Party’s duties under this SLA or as expressly authorized in writing by the other Party.

Each Party shall, prior to disclosing any Confidential Information to any contractor or other third party, promptly seek and obtain authorization for the disclosure from the other Party and shall ensure that the contractor or other third party is subject to a non-disclosure agreement enforceable in North Carolina. Nothing in this paragraph is intended to prevent either Party from compliance with any order issued by a North Carolina state or federal court.

Ownership and Custody of Data

All data or other records held or stored by ITS as a result of this SLA shall be considered the property of, and in the custody of, the Customer. In the event of a request made to ITS for access to Customer records pursuant to the North Carolina Public Records Act or by other legal process, ITS will decline such requests and indicate to the requestor that ITS is not the custodian of such records. ITS will refer the requestor to the Customer and will notify the Customer of such request as soon as is reasonable under the circumstances, in order to provide the Customer with an opportunity to state or otherwise argue its own position concerning such request.

Release: 3.0.0, Date: 5/27/2010

Application Development and Support

Service Description

The Application Development and Support service is a professional service that provides Web application or Web site development, maintenance and support services to State agencies. The service provides on-demand consulting, application development and support services and Shared Web Hosting services that leverage best practices as well as a defined Software Development Life Cycle (SDLC) methodology for building, maintaining and hosting Web applications and Web sites. The following is a sampling of the types of services that can be provided to customers of this service:

- Executive/Sr. Management level consulting for defining and developing Web-centric business and technology strategies
- Web site/web application planning, design, development, testing, implementation, maintenance, and support services
- Web site setup and configuration including domain registration
- Web-database integration
- Web content management/updating for customer Web sites
- User interface design for Web-based software applications
- Usability analysis, testing and recommendations including Web Accessibility and Section 508 (of the U.S. Workforce Rehabilitation Act) compliance
- NCID application integration
- Managed hosting for customer applications including end-to-end services for designing, developing, testing, maintaining, supporting, and hosting a customer’s Web site or Web application at ITS

Application hosting is provided via the ITS Distributed Hosting Service which is a reliable, monitored, secure, and managed solution with the flexibility and performance of a distributed computing solution. The Web application development methodology that is utilized follows best practices for the SDLC including Rapid Application Development (RAD), prototyping and iterative delivery techniques.

The Application Development and Support team has extensive experience with a variety of application software technologies, tools and platforms including but not limited to the following:

- Microsoft technologies including .NET, VB, ASP, VBScript
- Creative Web content design and graphics including Flash, Photoshop and Dreamweaver
- Data base technologies including SQL Server, Oracle, DB2, and MySQL
- Operating systems including Windows, Unix and Linux

Benefits of using the Application Development and Support service include:

- Services can be provided to State agency customers on-demand with no procurement, supplemental staffing or other technical services' RFP being required. All that is required is a bill code that can be charged for the services being provided.
- Cost avoidance for customers who do not have to maintain and provide their own in-house resources and skills for performing this type of technical support work on a full time basis when a full-time resource is not required
- No need for customers to have to acquire, maintain or support their own in-house Web server(s) or platform infrastructure
- Professional quality graphics and multimedia design for Web sites/applications
- Solutions that comply with the Statewide Technical Architecture, security standards/policies and accessibility policies/statutes
- Periodic vulnerability scans, remediation and audits
- 24 x 7 support for customer applications

Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the ITS Change Management Process. In addition to the Standard ITS Maintenance Windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

- The current planned maintenance window is from 4:00 a.m. to 12:00 p.m. Sunday

Customer Responsibilities

- Identify a primary point of contact to work with ITS in coordinating the activities being performed by the service
- Provide Web site or Web application requirements to the Application Development and Support team in order to facilitate the appropriate scoping, design, development, testing, and implementation activities
- Provide a bill code that can be charged for the services being provided
- Support requests relating to the use of the service will be initiated by opening an incident or request ticket with the ITS Service Desk

How Do We Charge?

See ITS Billing Rates – Enterprise Solutions Services

Release: 1.4.0, Date: 2/12/2010

Customer Signatures of Approval

Agency Name:

Agency Head or Designee:

Name	Title	Signature	Date

Customer Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature of Approval

State Chief Information Officer:

Name	Title	Signature	Date
Gerald L. Fralick	State CIO		

Effective Agreement Date

This Agreement is valid from the effective date below and remains in effect, unless otherwise documented.

Effective date of Service Level Agreement: ________________________________